

<b>Notice of References Cited</b>	Application/Control No. 10/638,843		Applicant(s)/Patent Under Reexamination WIGGESHOFF ET AL.	
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*	B	US-2004/0024822 A1	02-2004	Werndorfer et al.	709/206
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*	F	US-6,907,447 B1	06-2005	Cooperman et al.	709/203
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**NON-PATENT DOCUMENTS**

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	U	Sean Stockburger and Teresa Fernandez □ Virtual Onsite Support: Using Internet Chat and Remote Control to Improve Customer Service □ SIGUCCS'02 November 20-23, 2002 □ Copyright 2002 ACM
	V	Klaus Marius Hansen and Christian Heide Damm □ Instant Collaboration □ Copyright 2002 ACM
	W	
	X	

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*	B	US-6,871,214 B2	03-2005	Parsons et al.	709/206
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	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

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